

## Vice President for Information Technology Status and Activity Report for June 2017

Prepared by Timothy M. Chester, Vice President for Information Technology (VPIT)

### 1. Announcements for Faculty and Staff Meetings

- *Annual Priorities Announced:* Dr. Timothy M. Chester, Vice President for Information Technology, has published his annual priorities memo on the EITS website under the About section. Using results of the TechQual+ survey of students, faculty and staff, the memo outlines the top IT priorities and strategic goals for the University in FY18. Some of the top priorities include those related to the OneSource Project, upgrading Banner, expanding ArchPass Duo, and continuing efforts for data management and analytics. The annual priorities memo is available at: [https://eits.uga.edu/about/priorities\\_2017/](https://eits.uga.edu/about/priorities_2017/).
- *New Guest Wireless Network Being Piloted:* A pilot of a new WiFi network that allows UGA visitors to access a guest wireless network is now available. The pilot will be available until August 1. Once on campus, visitors may use their valid personal email address to set up an account that gives them access to the new UGA-Visitors WiFi network. A username and temporary password will be emailed to the visitor, who will then change the password to their choice. A survey seeking feedback from users of the new guest wireless network is available at: [https://ugeorgia.qualtrics.com/jfe/form/SV\\_6PDbV3YdqCCQwNT](https://ugeorgia.qualtrics.com/jfe/form/SV_6PDbV3YdqCCQwNT). This new guest wireless network is intended to allow visitors to onboard themselves to a dedicated guest wireless network without having to contact the EITS Help Desk for a username and password. The existing guest wireless network, Welcome to UGA, is also available. Visitors must call the EITS Help Desk at 706-542-3106 to get a username and password to access the Welcome to UGA guest wireless network. Guest accounts on the UGA-Visitors WiFi network will be valid for five days. After that time, visitors can register again. Details and instructions are available at [wifi.uga.edu](http://wifi.uga.edu). For questions, please contact Mike Lucas at [mlucas@uga.edu](mailto:mlucas@uga.edu).

### 2. Support for Student Technology Services

- *New Student Technology Guides:* The 2017-2018 EITS Student Technology Guides are now available. The guide details all technology services available to students, as well as information security guidelines. It will be distributed at Orientation, and a PDF is available at [newtocampus.uga.edu](http://newtocampus.uga.edu). This year's student guide features a redesign, complete with the new EITS logo and implementation of UGA's branding colors. For copies of the EITS Student Technology Guide, contact Mohsina Yusuf at [mohsinayusuf@uga.edu](mailto:mohsinayusuf@uga.edu).
- *SAGE Campus Rollout Underway for New Student Advisement Program:* An initiative to implement a University-wide software platform for undergraduate student advisement will be launched campus-wide this fall. SAGE (Student Advising and Guidance Expert) was piloted by four colleges and the Exploratory Center during the spring semester. The online advising tool will allow advisors to more easily communicate with their students, including online appointment scheduling and some text messaging capabilities, while guiding students to stay on track for degree completion. EITS is collaborating with the Office of the Vice President for Instruction on the campus-wide rollout for fall semester. SAGE training for advisors will be offered throughout June and July at UGA Training and Development. For more information about SAGE, please contact Judy Iakovou, Director

of UGA Academic Advising Services, at [jiakovou@uga.edu](mailto:jiakovou@uga.edu).

- *eLC Maintenance Scheduled for June 16-17:* UGA's learning management system, eLearning Commons (eLC), is expected to be unavailable due to maintenance June 16-17. This is a routine maintenance, scheduled by the University System of Georgia (USG), to update to the latest version of Desire2Learn, which powers eLC. As currently planned, eLC will be unavailable beginning 10 p.m. Friday, June 16 through 7 a.m. Saturday, June 17. For more information about eLC, please contact David Crouch at [dave.crouch@uga.edu](mailto:dave.crouch@uga.edu).
- *Collaborate Classic to be Removed from eLC Toolbar:* Beginning August 8, Collaborate Classic will be removed from the toolbar in eLearning Commons (eLC). Collaborate Classic will still be available elsewhere in eLC and outside of eLC, and users will still have access to their previously archived content. Collaborate Ultra, the new Blackboard Collaborate platform, will remain in the eLC toolbar. Collaborate Ultra runs completely in web browsers and does not require users to download or install a launcher. Collaborate Ultra features a new interface with a more modern look. Additional features include improved audio and video quality, and the option to upload and store content in advance of your session. For more information about Collaborate Ultra, please contact Robert Ethier at [rethier@uga.edu](mailto:rethier@uga.edu).
- *New EITS Help Desk Operating Hours:* Starting July 3, the EITS Help Desk will change its operating hours. It will be open from 7:30 a.m. to 7:30 p.m., Monday through Thursday; 7:30 a.m. to 6 p.m. on Friday; and 1 p.m. to 7 p.m. Saturday through Sunday. By opening earlier at 7:30 a.m. on weekdays, the EITS Help Desk can provide support to anyone (i.e. faculty and staff) who need technical assistance before the work day officially begins. The EITS Help Desk will continue being a 24-hour service, with calls being directed to EITS Operations after hours. These changes will allow the Help Desk to be more efficient with clients during peak hours and build additional support services with the EITS Operations team, who are currently being cross-trained for this change. For more information, please contact Wes Johnson at [wesjo6@uga.edu](mailto:wesjo6@uga.edu).

### 3. Support for Academic and Administrative Computing

- *OneSource Public Forum on Budgeting, Demo Days Coming Soon:* A public forum on budgeting is scheduled for June 15. This is an opportunity to learn more about the future of budget planning and forecasting, annual budget setting, and the budget control process. Demo Days are scheduled for August 30 and 31. This will be an opportunity for campus to get a "sneak peek" of the new PeopleSoft system. Please contact UGA's OneSource team ([onesource@uga.edu](mailto:onesource@uga.edu)) if you have questions about these upcoming events.
- *OneSource Change Champions Program:* In March, the OneSource Change Champions Program launched with more the 120 UGA staff participating. The focus of the Change Champion Program is to facilitate two-way communications with the UGA community and assist with knowledge and readiness. There is representation from every major unit on campus. Members of the Change Champion Program will be "in the know" and be able to provide immediate local answers as well as providing feedback to the project on the "pulse" of their areas. Information about the Change Champions Program is available at: [https://onesource.uga.edu/resources/change\\_champions/](https://onesource.uga.edu/resources/change_champions/). Please contact UGA's OneSource team ([onesource@uga.edu](mailto:onesource@uga.edu)) if you have questions about this program.

- *Planning for Mainframe Decommission Begins:* The University of Georgia Mainframe has been a source of data, systems, and querying tools for the University for over 30 years. Once the OneSource project is complete, UGA will no longer rely on the mainframe for business operations and the mainframe will be decommissioned on June 30, 2020. All mainframe data, systems, and querying tools will need to be transitioned away from the mainframe prior to that date. Work is currently in progress to identify functionality that is available on the mainframe and plans will be determined so that required functionality can be moved away from the mainframe. Major units have been asked to submit a list of their current interactions with data, systems, and querying tools on the mainframe. OneSource team members will be working with those units throughout the summer to ensure that all systems are accounted for and that each unit has a plan for moving away from using mainframe functionality. EITS is working closely with the OneSource team so that these efforts are coordinated with the OneSource implementation timeline. A communication plan and a project plan are currently being developed. For more information about the mainframe decommission, please contact Stacy Boyles ([stacy.boyles@uga.edu](mailto:stacy.boyles@uga.edu)).
- *Annual Security Inventory Completed:* In order to ensure the continued compliance with University System of Georgia policies, UGA conducted an inventory of critical systems in March. As part of this inventory, Departmental Network Liaisons (DNLs) were asked to review and update sensitive and critical systems in their unit or department. A memo will be sent to deans, directors and vice presidents in June, notifying them of the results of the inventory for their units. Questions about the inventory can be directed to Ben Myers at [bmyers@uga.edu](mailto:bmyers@uga.edu).
- *Account Clean-up Notices to be Sent to Former Students:* Starting in June, EITS is notifying former undergraduate and graduate students that their MyID and UGAMail account information will be deleted in July. This account cleanup process will apply to anyone who last enrolled in classes during the Spring 2016 term or earlier. People who enrolled in classes in the Summer 2016 term or later should not be affected. The clean-up process will include accounts of alumni who are forwarding their UGAMail to a third-party email account, such as Gmail. Owners of accounts targeted for deletion will receive notices advising them that their account will be deleted in July. Graduate alumni who have a justified reason for keeping their UGA MyID and UGAMail account, such as completing post-doctoral research, will have the option to appeal and keep their account. For more information about the account clean-up process, please contact Kristi Wall at [kristi.wall@uga.edu](mailto:kristi.wall@uga.edu).

#### 4. Data Reporting and Analytics

- *OIR Providing Data for U.S. News and World Report:* The Office of Institutional Research (OIR) was heavily involved in the facilitation and completion in a voluntary survey for U.S. News & World Report. UGA is currently ranked #18 by U.S. News & World Report, with new rankings expected to be out later this year. While some surveys are mandatory, others are completed with the purpose of participating in national rankings or reports. OIR works with campus data stewards to collect and enter University data by the survey deadlines. For more information, please contact Paul Klute at [pklute@uga.edu](mailto:pklute@uga.edu).

## 5. Core Campus Infrastructure

- *New Form, URL for Telephone Services Requests:* Telephone Services, which is a unit of EITS, is moving one of its web-based forms from a site hosted by Finance and Administration to TeamDynamix, which is supported by EITS. Effective July 1, requests for incidents and/or repairs for Telephone Services will be moved to TeamDynamix. This change will not apply to the form for requesting telephone services. The form for incidents and/or repairs will have the same questions for users to complete. The forms can be accessed by a new URL — [telephoneservices.uga.edu](http://telephoneservices.uga.edu). Users who have bookmarked the URL from the Finance and Administration website ([fanda.uga.edu](http://fanda.uga.edu)) will be advised to update their bookmarks. For more information or questions, please contact Chris Baines at [cbaines@uga.edu](mailto:cbaines@uga.edu).

## 6. Did You Know?

- *Outlook 2007 to be Decommissioned:* Students, faculty and staff using Outlook 2007 will no longer be able to access their email through desktop client beginning October 31, 2017. This is a change implemented by Microsoft to keep up with modern email protocols. To continue email connectivity, Outlook 2007 users should update to a newer version of Outlook or use Outlook on the web. Users running Outlook 2016, Outlook 2013, and Outlook 2010 are also encouraged to have the latest cumulative update installed to maintain email connectivity. For more information about Outlook and Office 365, contact Lewis Noles at [lewis.noles@uga.edu](mailto:lewis.noles@uga.edu).

*University of Georgia students, faculty, and staff, as well as interested others, may subscribe to this monthly report by sending an email to [listserv@listserv.uga.edu](mailto:listserv@listserv.uga.edu) with the phrase subscribe upit-news as the body of the message.*